Messenger 18
Client User Guide

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About This Guide

This *GroupWise Messenger 18 Client User Guide* explains how to use GroupWise Messenger on Windows, Linux, or Mac. The guide is divided into the following sections:

- Chapter 1, "Getting Started," on page 9
- Chapter 2, "Working with Conversations," on page 13
- Chapter 3, "Working with Chat Rooms," on page 19
- Chapter 4, "Working with Broadcasts," on page 23
- Chapter 5, "Working with Contacts," on page 25
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- Chapter 10, "Using GroupWise Messenger on Your Mobile Device," on page 41
- Appendix A, "What's New in GroupWise Messenger 18," on page 43
- Appendix B, "Accessibility for People with Disabilities," on page 45

Audience

This guide is intended for GroupWise Messenger end users.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the **comment on this topic** feature at the bottom of each page of the online documentation.

Documentation Updates

For the most recent version of the *GroupWise Messenger Client User Guide*, visit the GroupWise Messenger 18 documentation website (http://www.novell.com/documentation/groupwise18/).

Additional Documentation

For additional GroupWise Messenger documentation, see the GroupWise Messenger 18 documentation website (http://www.novell.com/documentation/groupwise18/).

1 Getting Started

GroupWise Messenger is a corporate instant messaging product that uses NetIQ eDirectory as its user database.

You can create a Contact List, send instant messages, create an archive of messages, allow and block others from seeing your availability, and more.

GroupWise Messenger options are available only if GroupWise Messenger is installed and running.

- "Logging In to GroupWise Messenger" on page 9
- "Logging Out of GroupWise Messenger" on page 10
- "Connecting Messenger to Other Instant Messaging Systems" on page 10

Logging In to GroupWise Messenger

1. Open GroupWise Messenger.
2. Type your user ID in the **User ID** field.
3. Type your password in the **Password** field.
4. Select **Remember Password** if you want the system to store your password so that you are not asked in the future.

   The user ID and password you use to log in to GroupWise Messenger is your directory (NetIQ eDirectory) user ID and password, which might not be the same as your GroupWise user ID and password. Check with your system administrator if you don't know your password.
5. Click **Advanced**.
6. Type your server name in the **Server** field.
7. Type your port number in the **Port** field.

   If you are not sure what to type in the **Server** and **Port** fields, contact your system administrator.
8. Click **OK**.

When you log in to GroupWise Messenger, the GroupWise Messenger icon is added to the notification area for Windows and Linux. For Mac, the GroupWise Messenger icon is added to the dock.

Messenger allows you to be logged in to the Messenger client in multiple locations at the same time. For example, you can be logged in to Messenger on your computer in your office, and at the same time be logged in to Messenger on your mobile device. Your conversation history is stored on the device or computer where you had the conversation. (For more information about message history, see Chapter 6, "Working with Your Personal History," on page 27.)

On Linux, you can launch multiple instances of GroupWise Messenger on the same workstation. This can be useful if you need to log in to Messenger under separate user accounts at the same time, such as for Help Desk or Customer Support representatives.

Logging Out of GroupWise Messenger

1 Click **File** > **Log Out**.

Log Out logs you out of GroupWise Messenger but does not close the main window or exit GroupWise Messenger.

There are two other options on the main File menu:

- **Close this Window** closes the GroupWise Messenger window but leaves the icon in the notification area for Windows and Linux, and leaves the Messenger icon on the dock for Mac.
- **Exit** logs you out of GroupWise Messenger, closes the GroupWise Messenger window, and removes the icon from the notification area for Windows and Linux, and from the dock on Mac.

If your network or GroupWise Messenger connection is interrupted at any time, you are logged out of GroupWise Messenger; as soon as your connection is restored, you are logged back in. If you are in the middle of a conversation when this happens, the conversation can continue as soon as the connection is restored.

Connecting Messenger to Other Instant Messaging Systems

Pidgin is an open source project that enables you to connect various instant messaging networks, including GroupWise Messenger. When you use Pidgin with GroupWise Messenger, you are not limited to instant messaging colleagues and friends who are on your same GroupWise Messenger network. For example, if you have a friend that uses MSN Messenger, you can chat with that friend through your GroupWise Messenger system by using Pidgin.

For more information about Pidgin that isn't covered in this section, see the Pidgin Web Site (http://www.pidgin.im/).

- "Downloading and Installing Pidgin" on page 10
- "Setting Up Pidgin" on page 11

Downloading and Installing Pidgin

1. In your Internet browser, enter the address to the Pidgin Web Site (http://www.pidgin.im/).
2. Click the **Download** tab.
3. Click the operating system that is installed on your computer.
4. Click the **Download** icon.
5. Click **Save File**.
6. Browse to the location in your file system where you want to save the file, then click **Save**.
7. Navigate to the location where you saved the `pidgin.exe` file, double-click the file, then click **Run**.
8. Choose your preferred language, then click **OK**.

   This launches the Pidgin Setup Wizard.
9. At the wizard welcome screen, click **Next**.
10. Click **Next** to accept the license agreement.
11. Select the components you want to install, then click **Next**.

If you are unsure, do not select anything. This installs only the default options.

Pidgin requires that your computer have a GTK (Graphical Took Kit) installed. If your computer does not already have a GTK installed, then the Pidgin Setup Wizard installs one for you.

12 If you need to install the GTK, browse to the location where you want to install it, then click **Next**.

13 Browse to the location where you want to install Pidgin, then click **Next**.

14 When installation is complete, click **Next**.

15 Select **Run Pidgin**, then click **Finish**.

Setting Up Pidgin

After Pidgin is installed, you need to set it up.

- "Setting Up Your GroupWise Account" on page 11
- "Setting Up Other Instant Message Systems" on page 12
- "Adding Contacts" on page 12

Setting Up Your GroupWise Account

1 In the Welcome to Pidgin page, click **Add**.

The Add Account page is displayed.

2 In the **Protocol** field, click the drop-down arrow, then click **GroupWise**.

3 In the **Username** field, enter your Messenger user name.

4 In the **Password** field, enter your Messenger password.

5 Click the **Advanced** tab.

6 In the **Server address** and **Server port** fields, enter the server address and server port that your GroupWise Messenger system uses.

If you know the server address and port number, enter the information into the appropriate fields and skip to Step 7. If you don't know the server address and port number, complete the following steps:

6a Launch GroupWise Messenger.

6b On the GroupWise Messenger toolbar, click **Help** > **About GroupWise Messenger**.

The server address and server port of the GroupWise Messenger server are listed.

7 Click **Save**.

8 In the **Accounts** window, select the GroupWise account.

9 Click **Accept** to accept the certificate from the GroupWise Messenger server.

After you accept the certificate, you are logged in to the GroupWise Messenger server through the Pidgin application, and should now be able to instant message your Messenger contacts.

In order to send a message to users who are using instant messaging clients other than GroupWise Messenger, you need to set up those individual clients in Pidgin. To do this, see "Setting Up Other Instant Message Systems" on page 12.

Setting Up Other Instant Message Systems

1. In the Accounts page, click **Add**.
2. In the **Protocol** field, click the drop-down arrow, then click the instant messaging service that you want to communicate with. For example, if you want to send a message to a user who has a Yahoo account, click **Yahoo**.

   You must have an active account with the messenger service that you want to communicate with. For example, if you want to add Yahoo to your list of accounts, then you must have an account with Yahoo.
3. In the **Username** field, enter the user name that you have already established with the messenger service.
4. In the **Password** field, enter the password that is associated with your user name.
5. Click **Save**.

Adding Contacts

1. From the Buddy List toolbar, click **Buddies** > **Add Buddy**.
2. From the drop-down list, select the messenger service where the contact you want to add is registered.
3. In the **Buddy's username** field, enter the contact's user name that is associated with the network where they are registered.

   For example, if you want to add a contact who has an account with Yahoo, and the contact's email address is Jim75@yahoo.com, then in the **Buddy's username** field, enter Jim75.
4. (Optional) In the **Alias** field, enter a name for the contact.
5. In the **Add buddy to group** field, click the drop-down list and click the category where you want to add your contact.

   This feature helps you keep your contacts organized.
6. Click **Add**.

2 Working with Conversations

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- "Using Emoticons in Your Message" on page 13
- "Changing the Font of Text in a Conversation" on page 14
- "Holding a Group Conversation" on page 15
- "Adding a Time Stamp to Each Entry in a Conversation" on page 16
- "Saving a Conversation" on page 16
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- "Searching the Archives for Logged Conversations" on page 16
- "Sending an Email Message (Windows Only)" on page 17

Sending an Instant Message

1 Double-click a contact, then follow Step 3.

   or

   If you want to send a message to someone who is not in your Contact List, click **Send a message**, then follow Step 2.

2 Click **Find User**, select **Use this User ID**, type the user ID of the person, then click **Finish**.

   or

   Click **Find User**, select **Search for a user**, type all or part of the name you are looking for, then click **Next**. Select the user you want from the **Search Results** list, click **Add** if you want to add the user to your contact list, then click **Finish**.

   or

   Click **Find User**, click **Advanced**, click **begins with**, **contains**, or **equals** from the drop-down list next to a field, type the information you are looking for in the field, then click **Next**. Select the user you want from the **Search Results** list, click **Add** if you want to add the user to your contact list, then click **Finish**.

3 Type your message.

4 Click or press Enter.

Using Emoticons in Your Message

1 In an open conversation, click , then click the image that conveys your feelings.

   or

   Type any of the following keystrokes to represent an emoticon:

Keystrokes	Emoticon	Meaning
:) or :-)		Smile
:(or :-(		Frown
;) or ;-)		Wink
:O or :-O		Surprised
:@ or :-@		Angry
:/ or :-/		Undecided
:D or :-D		Big Smile
:'(or :'-(		Crying
O:) or O:-)		Innocent
:[or :-[		Embarrassed
:X or :-X		Lips Are Sealed
:! or :-!		Foot in Mouth

When you use the keystrokes rather than selecting the image, the emoticon image appears when you press Enter to send your message. To remind yourself of the keystrokes when typing a message, click **Edit** > **Emoticons**.

If you do not want the keystrokes to be converted into images, click **Tools** > **Options**, then deselect **Use graphical emoticons**. This setting prevents the typed character sequences from being converted into images.

Changing the Font of Text in a Conversation

1. In an open conversation, select the text you want to change.
2. Click **Edit** > **Font**.
3. Make selections, then click **OK**.

You can also select text and make selections from the header over the text you are typing.

Figure 2-1 *Font Header*

To specify default fonts, see "Specifying the Font of Composed Messages" on page 34 and "Specifying the Font of Received Messages" on page 34.

Holding a Group Conversation

You can hold instant messaging conversations with more than one user. Start a conversation with one user, then invite additional users to join.

1. Double-click a user in your Contact List.

   or

   Click **Send a message**, then find a user by following Step 2 on page 13.
2. Click the Expand arrow next to the user's name with whom you are having a conversation.
3. Click **Invite others**.
4. Click a user (or Ctrl+click multiple users) in your Contact List, then click **OK**.

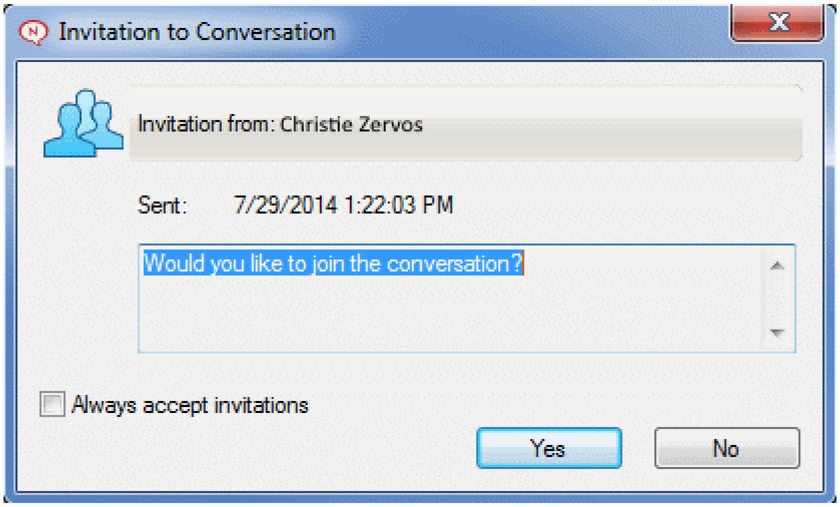
   or

   Click **Find User** to search for users who are not in your Contact List. Follow Step 2 on page 13.

You can also Ctrl+click multiple users in your Contact List and press Enter to begin a group conversation.

Each user who is invited to the conversation receives this message box:

Figure 2-2 *Invitation To Conversation Message Box*



If you cannot see the list of participants in this conversation, click » to open the Control Panel.

After a user accepts the invitation to join the conversation, he or she can send messages to the other participants. A user cannot see any messages that were sent before he or she joined the conversation, or after he or she leaves the conversation.

Adding a Time Stamp to Each Entry in a Conversation

1 In an open conversation, click **View**, then click **Show Timestamp**.

Saving a Conversation

1 In an open conversation, click **File**.

2 Click **Save Conversation As**, browse to a location, then specify a file name.

   or

   Click **Save Conversation** if you have already saved the conversation at least once.

3 Specify the location to save the conversation.

4 Click **Save**.

The conversation is saved with a `.txt` file extension.

You are also prompted to save a conversation whenever you close the conversation. To change this setting, see “Specifying Whether You Are Prompted to Save Conversations” on page 32.

Opening a Saved Conversation

1 In a Conversation window, click **File** > **Open Saved Conversation**.

2 Browse to the location of the conversation, then click **OK** or **Open**.

If you want to search for a conversation that has been archived, your system administrator needs to grant you access rights. For more information, see “Searching the Archives for Logged Conversations” on page 16.

Printing a Conversation

1 In an open conversation, click **File** > **Print Conversation**.

   or

   In Mac and Linux, click **File** > **Print**.

2 Click **Print** again.

Searching the Archives for Logged Conversations

The system administrator can specify that all conversations be logged in a system archive. If you are given access rights, you can search the archive for logged conversations. The Search Archive menu item only appears if you have been granted access to search the archive.

1 Click **File** > **Search Archive**.

2 Use the Search Archived Messages dialog box to search by participants, dates, and conversation text:

   Click **Find** to search for and add participants.

   Click to select dates in the **Date Range** field.

Type the text you want to search for in the **Containing Text** field.

3. Click **Search** to search for conversations that meet the search criteria you specified.
4. To print or save the list of logged conversations that displays, click **Print List** or **Save List** on the File menu.
5. To print or save the currently selected logged conversation, click **Print** or **Save** on the File menu.
6. To make changes to your search, click **File**, click **Modify Search**, make changes, then click **Search** again.

Sending an Email Message (Windows Only)

1. From the Messenger main window or from an open conversation, click **Actions** > **Send E-mail**.
2. (Conditional) If you selected **Send E-mail** from the main window, select the name of the person you want to send an email message to, then click **OK**.

   or

   Double-click the name of the person you want to send an email message to.

   or

   Click **Find User**, select **Use this User ID**, type the user ID of the person, then click **Finish**.

   or

   Click **Find User**, select **Search for a user**, type all or part of the name you are looking for, then click **Next**. Select the user you want from the **Search Results** list, click **Add to my Contact List** if desired, then click **Finish**.

   or

   Click **Find User** to search for a person. Click **Advanced**, click **begins with**, **contains**, or **equals** from the drop-down list next to a field, type the information you are looking for in the field, then click **Next**. Select the user you want from the **Search Results** list, click **Add to my Contact List** if desired, then click **Finish**.
3. When the email item opens, complete the message and click **Send** on the Toolbar.

If you want to be prompted to send an email each time you try to send an instant message to someone who is offline, click **Tools** > **Options**, select **Message**, ensure that **Send e-mail when I start a message to an offline contact** is selected, then click **OK**.

3 Working with Chat Rooms

Chat rooms allow several users to join a chat room and discuss a topic. You can create and join chat rooms in the client, if you have rights to do so.

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- "Joining a Chat Room without Searching" on page 19
- "Creating a Chat Room" on page 19
- "Modifying Access Rights for a Chat Room" on page 20
- "Deleting a Chat Room" on page 20
- "Ignoring a User in a Chat Room" on page 20
- "Performing Moderator Tasks" on page 21

Searching for a Chat Room

Only chat rooms that are selected to be searchable when created appear in a chat room search.

1 Click **Tools** > **Chat Rooms**.

2 Select the chat room to join, then click **Join**.

Joining a Chat Room without Searching

You can join a chat room that was not selected to be searchable during creation by joining the chat room by name.

1 Click **Actions** > **Join Chat Room**.

The last four chat rooms that you joined are stored in the **Join Chat Room** drop-down list.

Creating a Chat Room

You can create a chat room only if the administrator has granted you access to create chat rooms. The default access does not allow you to create a chat room.

1 Click **Tools** > **Chat Rooms**, then click **Create**.

2 (Optional) Select the owner of the chat room.

By default, the owner is the user who is creating the chat room.

3 Type the chat room name.

4 (Optional) Type a description and welcome message for the chat room.

5 (Optional) Select the maximum number of participants.

The default number of participants is 50 and 500 is the maximum number for any chat room.

6 (Optional) Select if you want to archive the chat room.

7 (Optional) Select if you want the chat room to be searchable.

8 (Optional) Click the **Access** tab, then select the access rights for all users or a particular user.

9 Click **OK** to create the chat room.

Modifying Access Rights for a Chat Room

You can modify the access rights for a chat room that you have the ability to change the rights for.

1 If you are creating a chat room with access rights, click **Tools** > **Chat Room**, click **Create**, then click the **Access** tab. For additional information about creating chat rooms, see "Creating a Chat Room" on page 19.

   or

   If you are modifying the rights for an existing chat room, click **Tools** > **Chat Rooms**, select the chat room to modify, then click **Properties**.

2 By default **General User Access** is displayed in the access list. To add another user to the access list, click **Find User**.

3 Type the contact's name in the **Name** field, then click **Next**.

4 Select the user, then click **Finish**.

5 Select the access rights for the user.

   View: Allows the user to view the chat room.

   Send: Allows the user to send a message to the chat room.

   Modify Rights: Allows the user to modify the rights to the chat room.

   Moderator: The moderator can delete a user and change the topic of the chat room.

6 Click **Set Password** to set a password for the chat room.

   This requires the user to enter a password to join the chat room. There is only one password for the chat room.

Deleting a Chat Room

1 Click **Tools** > **Chat Rooms**.

2 Select the chat room that you want to delete, then click **Delete** > **Yes**.

Ignoring a User in a Chat Room

If you do not want to see the messages sent to a chat room from a particular user, you can choose to ignore that user.

1 Right-click the user to ignore, then click **Ignore**.

   To see messages from that user again, right-click the user you ignored, then deselect **Ignore**.

Performing Moderator Tasks

The owner of a chat room can make a person a moderator in the Access page of the chat room properties. For more information about access rights, see "Modifying Access Rights for a Chat Room" on page 20.

As a moderator of a chat room, you can remove users from the chat room and you can change the topic of the chat room.

- "Removing a User from the Chat Room" on page 21
- "Changing the Topic of a Chat Room" on page 21

Removing a User from the Chat Room

When you remove someone from a chat room, they are no longer able to participate in the chat room. However, they can join the chat room again.

1 Right-click the user to remove from the chat room, then click **Remove**.

Changing the Topic of a Chat Room

1 Click **Actions** > Edit **Chat Room Topic**.
2 Type the new topic in the **Chat Room Topic** field, then click **OK**.

4 Working with Broadcasts

A broadcast message is a message that can either be sent to the entire system or to individual users. There are two types of broadcast message types: a system broadcast that is sent to all users and a broadcast message that is sent to selected users.

A broadcast message is a one-way message; you cannot respond to it. By default, broadcast messaging to other users in enabled, and system broadcasts are disabled. A system administrator can change the defaults.

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- "Clearing Broadcasts" on page 23
- "Sending a Broadcast Message to Selected Users" on page 23
- "Sending a System Broadcast" on page 24

Receiving a Broadcast Message

When a broadcast is sent to you, the Received Broadcast window appears. From the Received Broadcast window, you can clear the broadcast or clear all broadcasts.

Clearing Broadcasts

1 From the Received Broadcast window, select the broadcast to clear, then click **Clear**.

   To clear all received broadcasts, click **Clear All** in the Received Broadcast window.

NOTE: If you do not clear your broadcast messages, you are prompted to clear them when Messenger shuts down.

Sending a Broadcast Message to Selected Users

1 Right-click a contact and click **Send Broadcast**, then continue with Step 3.

   or

   If you want to send a broadcast to someone who is not in your Contact List, click **Send a broadcast**, then continue with Step 2.

2 Click **Find User**, select **Use this User ID**, type the user ID of the person, then click **Add**.

   or

   Click **Find User**, select **Search for a user**, type all or part of the name you are looking for, then click **Next**. Select the user you want from the **Search Results** list, click **Add to my Contact List** if desired, then click **Finish**.

   or

Click **Find User**, click **Advanced**, click **begins with**, **contains**, or **equals** from the drop-down list next to a field, type the information you are looking for in the field, then click Next. Select the user you want from the **Search Results** list, click **Add to my Contact List** if desired, then click **Finish**.

3. Type your broadcast message.
4. Click or press Enter.

Sending a System Broadcast

A system broadcast is sent to everyone in the entire system who is currently online. You must be granted access to send system broadcasts by your system administrator.

1. Click **Actions** > **Send System Broadcast**.
2. Type your broadcast message.
3. Click or press Enter.

5 Working with Contacts

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- "Deleting a Contact" on page 25
- "Organizing the Contact List" on page 25
- "Importing a Contact List" on page 26
- "Exporting a Contact List" on page 26

Adding a Contact

1 Click **Add a Contact**.

2 Type part or all of the name of the person you want to add, click **Next**, click the name in the **Search Results** list, then click **Add**.

   or

   Select **Use this User ID** and type the user ID of the person, then click **Add**.

   or

   Click **Advanced**, click **begins with**, **contains**, or **equals** from the drop-down list next to a field, type the information you are looking for in the field, then click **Next**. Select the user you want from the **Search Results** list, then click **Add**.

Deleting a Contact

1 Right-click the contact, then click **Remove**.

Organizing the Contact List

You can organize your Contact List by dragging contacts and folders to the location you want them. Or, you can use the following steps:

1 Click **Tools** > **Organize Contacts**. For Mac, click **Preferences** > **Organize**.

2 Click contact names, then click **Move Up** or **Move Down** to change the position in the list.

3 To add a folder, click **Add Folder**, then type the folder name.

4 To move a contact to a folder, drag the contact to the folder or click the contact, click **Move**, select the folder from the drop-down list, then click **OK**.

5 Click **Close**.

Importing a Contact List

You can import a contact list if you have a `.nmx` file (contact list file) to import. A `.nmx` file is a file that has been exported from a GroupWise Messenger contact list. The imported contacts are merged with your existing Contact List.

1. Click **File** > **Import Contacts**.
2. Browse to the location of the `.nmx` file.
3. Click the file name, then click **Open**.

Exporting a Contact List

You can save your contact list as a `.nmx` file (contact list file) to distribute to other users. When someone imports the `.nmx` file, the imported contacts are merged with his or her existing Contact List.

1. Click **File** > **Export Contacts**.
2. Browse to the location of the `.nmx` file.
3. Select the file name, then click **Save**.

6 Working with Your Personal History

Personal History shows past messages that you have either received or sent in GroupWise Messenger. This feature is helpful when you need to find information from an earlier message. Conversations, chat rooms, and broadcasts are all part of your personal history. Personal history can be disabled by an administrator. By default, personal history is enabled for all users.

- "Viewing Your Recent History of a Conversation, Chat Room, or Broadcast" on page 27
- "Viewing the Extended History from a Conversation, Chat Room, or Broadcast" on page 27
- "Disabling or Enabling the Personal History in a Conversation, Chat Room, or Broadcast Window" on page 28
- "Clearing Your History" on page 28
- "Understanding How Multiple Connections Affects Personal History" on page 28

Viewing Your Recent History of a Conversation, Chat Room, or Broadcast

By default, your personal history displays the last 100 messages in a conversation, chat room, or broadcast window.

Your conversation history is stored on all devices or computers where you were logged in to GroupWise Messenger at the time the conversation took place. If you were logged in to Messenger on multiple devices during the time of the conversation, the history for that conversation is stored on all the devices. If you were logged in to only one device at the time the conversation took place, the history is available only from that device.

Viewing the Extended History from a Conversation, Chat Room, or Broadcast

You can display the history file for a conversation from the conversation window. Every time you have a conversation, enter a chat room, or send or receive a broadcast, the history is written to a history file.

Your history is stored on the device where the conversation took place. For example, if you have a conversation on your laptop, you cannot view the history of that conversation on your mobile phone.

Most history files are associated with the type of window you are in and who you are messaging. For example, all your conversations with Mike Palu would be saved in a file named `Conv_mpalu_`*`number`*`.hst`. If it is a chat room history file, the name changes to *`Chat_nameofchatroom_number`*`.hst`. However, all sent broadcasts are saved in the `Broadcasts_sent.hst` file. You can change the history file location. For more information about moving the history file, see "Changing the History Files Location" on page 35.

When the history file displays, you cannot edit the file from the History window.

1 From a conversation, chat room, or broadcast window, click **Show history**. The content of the history file is displayed.

Disabling or Enabling the Personal History in a Conversation, Chat Room, or Broadcast Window

By default, personal history is enabled.

1 **Click** > **Tools** > **Options**, then click **History**. For Mac, click **Preferences** > **Options**, then click **History**.
2 Deselect **Display history in conversation windows**.

Clearing Your History

1 Click **Tools** > **Options**, then click **History**. For Mac, click **Preferences** > **Options**, then click **History**.
2 Select the number of days to keep recent messages.
3 Click **Delete History**.

This clears all messages up to the number of days selected. You can only clear history up to one day old.

To totally clear your history, you need to delete the history files. To determine where your history files are stored, click **Tools** > **Options**, then click **History**. For Mac, click **Preferences** > **Options**, then click **History**. The history file location is stored in the **Store conversations locally** field.

You can change the history file location. For more information about moving the history file, see "Changing the History Files Location" on page 35.

Understanding How Multiple Connections Affects Personal History

Your conversation history is stored on all devices or computers where you were logged in to GroupWise Messenger at the time the conversation took place. If you were logged in to Messenger on multiple devices during the time of the conversation, the history for that conversation is stored on all the devices. If you were logged in to only one device at the time the conversation took place, the history is available only from that device.

7 Working With Statuses

- "Changing Your Status" on page 29
- "Creating a Custom Status" on page 29
- "Understanding How Multiple Connections Affects Status" on page 29

Changing Your Status

1 Click the **status bar** (where your name appears under the menu bar).

2 Click the status you want other users to see next to your name in their Contact Lists.

- Online
- Busy
- Away
- Appear Offline

You can also right-click the GroupWise Messenger icon in the notification area (Windows and Linux only), click **Status**, then click a status.

Creating a Custom Status

1 Click **File** > **Status** > Custom Status.

2 Click **Add**.

3 Type the custom status title, for example, In a Meeting.

4 Select **Online**, **Busy**, or **Away** from the **Show As** drop-down list. This determines the icon that displays next to your status.

5 (Optional) Type the text you want to automatically be returned to a user who tries to send you an instant message when you have this status selected. For example, "I'm in a meeting right now and can't respond."

6 Click **OK**, then click **Close**.

Understanding How Multiple Connections Affects Status

Multiple connections can affect how your status is displayed when changing your status and when logging in on a secondary device.

Changing Status

When you are logged in to GroupWise Messenger on multiple devices and you change your status on one device, the change is immediately reflected across all devices.

For example, when you are logged in to Messenger on your desktop and on your mobile phone and you change your Messenger status to Away on your phone, the change is also reflected on your desktop. Therefore, other users see your status as Away. (The one exception to this is when your status is moved to Idle on one device because of inactivity on that device. In this case, your status for other devices where you are active is not moved to Idle.)

Logging In

When logging in to Messenger on a device, Messenger detects whether a status already exists on another device. If a status does exist, that status is used on the device where you are logging in. If a status does not exist, the default status for the device is used.

8 Customizing GroupWise Messenger

This section contains the following topics:

- "Changing Your Password" on page 31
- "Specifying When GroupWise Messenger Opens" on page 32
- "Specifying Whether to Show Contacts at Startup" on page 32
- "Specifying How Long to Wait Before You Are Shown as Idle" on page 32
- "Specifying Whether You Are Prompted to Save Conversations" on page 32
- "Specifying Whether to Be Prompted to Connect to the Internet" on page 33
- "Specifying Whether to Use Graphical Emoticons" on page 33
- "Specifying Whether to Always Accept Invitations to Conferences without Prompting" on page 33
- "Specifying the Interface Language" on page 33
- "Specifying Whether to Remember Your Password" on page 33
- "Specifying the Font of Composed Messages" on page 34
- "Specifying How the Enter Key Works" on page 34
- "Specifying the Font of Received Messages" on page 34
- "Specifying Offline Options for Contacts" on page 34
- "Specifying When You Receive Sounds and Alerts" on page 34
- "Specifying Who Can See Your Status and Send You Messages" on page 35
- "Changing the Contact List Appearance" on page 35
- "Changing the History Files Location" on page 35
- "Specifying Whether to Show the History in the Conversation Window" on page 35
- "Specifying the Number of Days to Keep the History" on page 36
- "Showing Only Online Contacts" on page 36
- "Turning Off the Sound (Windows and Linux Only)" on page 36
- "Using Startup Options" on page 36

Changing Your Password

If the system administrator gives you rights, you can change your GroupWise Messenger password. Because you log in to GroupWise Messenger using your directory (NetIQ eDirectory) password, this changes your directory password.

1. Click **Tools** > **Change Password**. For Mac, click **Preferences** > **Change Password**.
2. Type your old password in the **Old Password** field, then type your new password in the **New Password** and **Confirm Password** fields.
3. Click **OK**.

Specifying When GroupWise Messenger Opens

1. Click **Tools** > **Options**. For Mac, click **Preferences** > **Options**.
2. Click **General**.
3. Select or deselect **Run GroupWise Messenger when Windows starts**.
4. Click **OK**.

In the GroupWise client, you can also specify whether to open GroupWise Messenger when the GroupWise client starts. In the GroupWise client, click **Tools** > **Options**, double-click **Environment**, then select or deselect **Launch Messenger at startup**.

Specifying Whether to Show Contacts at Startup

1. Click **Tools** > **Options**. For Mac, click **Preferences** > **Options**.
2. Click **General**.
3. Select or deselect **Show contacts list when GroupWise Messenger starts**.

   If you deselect **Show contacts when GroupWise Messenger starts**, GroupWise Messenger starts minimized in the notification area.

Specifying How Long to Wait Before You Are Shown as Idle

When you do not use GroupWise Messenger for a certain amount of time, “Idle” displays next to the status for your name in other users' Contact Lists. You can change this amount of time.

1. Click **Tools** > **Options**. For Mac, click **Preferences** > **Options**.
2. Click **General**.
3. Ensure that **Show me as “Idle” when I'm inactive for __ minutes** is selected.
4. Change the amount of time.
5. Click **OK**.

Specifying Whether You Are Prompted to Save Conversations

1. Click **Tools** > **Options**. For Mac, click **Preferences** > **Options**.
2. Click **General**.
3. Select or deselect **Prompt to save conversations when I close them**.
4. Click **OK**.

Specifying Whether to Be Prompted to Connect to the Internet

After clicking an Internet link from within a message, you can configure Messenger to display a prompt notifying you that you are about to connect to the Internet.

1. Click **Tools** > **Options**. For Mac, click **Preferences** > **Options**.
2. Click **General**.
3. Select or deselect **Prompt to connect to internet**.
4. Click **OK**.

Specifying Whether to Use Graphical Emoticons

1. Click **Tools** > **Options**. For Mac, click **Preferences** > **Options**.
2. Click **General**.
3. Select or deselect **Use graphical emoticons**.
4. Click **OK**.

Specifying Whether to Always Accept Invitations to Conferences without Prompting

1. Click **Tools** > **Options**. For Mac, click **Preferences** > **Options**.
2. Click **General**.
3. Select or deselect **Always accept invitations to conferences without prompting**.
4. Click **OK**.

Specifying the Interface Language

1. Click **Tools** > **Options**. For Mac, click **Preferences** > **Options**.
2. Click **General**.
3. Select the user interface language in the **User interface language** drop-down list.
4. Click **OK**.

Specifying Whether to Remember Your Password

1. Click **Tools** > **Options**. For Mac, click **Preferences** > **Options**.
2. Click **General**.
3. Select or deselect **Remember my password**.
4. Click **OK**.

Specifying the Font of Composed Messages

1. Click **Tools** > **Options**. For Mac, click **Preferences** > **Options**.
2. Click **Message**.
3. Click **Change** (next to **Default font when I compose messages**).
4. Make font selections, then click **OK**.
5. Click **OK**.

Specifying How the Enter Key Works

By default, pressing the Enter key sends the message you are composing. You can change this so that the Enter key inserts a new line into your message.

1. Click **Tools** > **Options**. For Mac, click **Preferences** > **Options**.
2. Click **Message**.
3. Select **Enter key inserts new line when composing messages**.
4. Click **OK**.

Ctrl+Enter and Shift+Enter always inserts a new line and Alt+Enter always sends a message.

Specifying the Font of Received Messages

1. Click **Tools** > **Options**. For Mac, click **Preferences** > **Options**.
2. Click **Message**.
3. Select one of the options in the **Receiving Messages** group box.
4. Click **OK**.

Specifying Offline Options for Contacts

1. Click **Tools** > **Options**. For Mac, click **Preferences** > **Options**.
2. Click **Message**.
3. Select one of the options in the **Offline Contacts** group box.

   Send e-mail when I start a message to an offline contact is only available in the Windows client. (When this option is selected, starting a message to an offline contact in Messenger opens an email message addressed to that contact.)
4. Click **OK**.

Specifying When You Receive Sounds and Alerts

1. Click **Tools** > **Options**. For Mac, click **Preferences** > **Options**.
2. Click **Alerts**.
3. In the **Notification of Events** list, click the event for which you want to specify sounds and alerts.
4. Select or deselect **Display Alert** and **Play Sound**. To change the default sound, browse to a different sound file.

5 (Optional) Select **Don't play any sounds unless my status is Available**.

6 Click **OK**.

To mute all sounds temporarily, right-click the GroupWise Messenger status icon in the notification area, then click **Mute**. Follow the same step to turn sounds back on. If you use mute to turn off sounds, they are turned on again the next time you log in to GroupWise Messenger.

Specifying Who Can See Your Status and Send You Messages

1. Click **Tools** > **Options**. For Mac, click **Preferences** > **Options**.
2. Click **Privacy**.
3. Use the **Add** and **Remove** buttons to add and remove users from the **Allowed** and **Blocked** lists.
4. (Optional) Select users and use the **Block** and **Allow** buttons to move users from one list to the other.
5. Click **OK**.

Changing the Contact List Appearance

1. Click **Tools** > **Options**. For Mac, click **Preferences** > **Options**.
2. Click **Appearance**.
3. Click **Change**, then select the font, the font style, and the font size.
4. Click **OK** twice.

Changing the History Files Location

You can only specify one location for all the history files. When you move the history file location, new history files are created, and the old content of the history file is not displayed when you view the history.

1. Click **Tools** > **Options**. For Mac, click **Preferences** > **Options**.
2. Click **History**.
3. Select **Store conversations locally**.
4. Click **Browse**, then browse to the location where you want to save the history files.
5. Click **OK** twice.

Specifying Whether to Show the History in the Conversation Window

1. Click **Tools** > **Options**. For Mac, click **Preferences** > **Options**.
2. Click **History**.
3. Select or deselect **Display history in conversation window**.
4. Specify the number of recent messages to display.
5. Click **OK**.

Specifying the Number of Days to Keep the History

1. Click **Tools** > **Options**. For Mac, click **Preferences** > **Options**.
2. Click **History**.
3. Specify the number of days to keep messages in the history.
4. Click **Delete History** to delete the history that is older than the number of days selected.
5. Click **OK**.

Showing Only Online Contacts

By default, all the contacts in your Contact List display.

1. Click in the header over the Contact List, then click **Show Online Contacts**.

   or

   Click **View** > **Show Online Contacts**.

Turning Off the Sound (Windows and Linux Only)

You can turn off all sounds temporarily.

1. Right-click the GroupWise Messenger status icon in the notification area, then select **Mute**.
2. To turn on sounds again, repeat Step 1.

If you use mute to turn off sounds, they are turned on again the next time you log in to GroupWise Messenger.

For information about specifying when you are notified by sounds and alerts, see "Specifying When You Receive Sounds and Alerts" on page 34.

Using Startup Options

- "Command Line Startup Options" on page 36
- "URL Startup Options" on page 37

Command Line Startup Options

You can use the following startup options from a command prompt when starting GroupWise Messenger:

Startup Option	What It Does
/l-*xx*	Sets the user interface language. *XX* is the two-letter ANSI language abbreviation.
/background	Starts GroupWise Messenger without showing the main window.
/u-*xxx* or /@u-*xxx*	Specifies what user ID to log in with. *XXX* is the user ID.

Startup Option	What It Does
/ipa-*xxx*	Specifies the IP address to log in with. *XXX* is the IP address.
/ipp-*xxx*	Specifies the IP port to log in with. *XXX* is the IP port.
/import-*filename*	Imports a specific contacts list. *filename* is the `.nmx` file.
/multi	Starts multiple instances of the GroupWise Messenger client. **NOTE:** If you are using the /multi startup option in conjunction with any URL startup option, the URL startup option might not work as expected.

URL Startup Options

The following options can be used both from a command prompt and in a browser window.

NOTE: When using the URL startup options in this section from a command prompt, you must enclose the option in quotation marks. For example:

```
NMCL32.exe "nim:startIm?username=username&message=message"
```

Option	What It Does
nim:launchNM	Opens GroupWise Messenger.
nim:startIm	Opens the Invite dialog box.
nim:startIm?username=*username*	Starts a conversation with *username*.
nim:startIm?username=*username*&message=*message*	Sends a specific message to *username*. For example: nim:startIm?username=AAdams&message=Good+morning.
nim:addContact	Brings up the Add Contact dialog box.
nim:addContact?username=*username*	Opens the GroupWise Messenger main window with *username* added to the Contact List. The name is added to the root level of the contact list and not to a specific folder. For example: nim:addcontact?username=AAdams.
nim:addContact?username=*username*&foldername=*folder_name*	Opens the GroupWise Messenger main window with *username* added to the Contact List. The name is added to the folder named *folder_name*.
nim:import?filename=*filename*	Imports the contacts in the .nmx file *filename*.
nim:invite	Opens the Invite dialog box (same as nim:startim).
nim:close	Closes the GroupWise Messenger main window but does not exit GroupWise Messenger.
nim:exit	Exits GroupWise Messenger.
nim:open	Opens the GroupWise Messenger main window.
nim:preferences	Opens the Options dialog box.
nim:joinChat?roomname=*roomname*	Joins the specified chat room when Messenger starts.

9 Using GroupWise Messenger from within GroupWise (Windows Only)

The following GroupWise Messenger options are available within GroupWise:

- "Displaying Messenger Presence in GroupWise (Windows Only)" on page 39
- "Sending an Instant Message" on page 39
- "Displaying the GroupWise Messenger Contact List" on page 40
- "Specifying Whether to Start GroupWise Messenger When GroupWise Starts" on page 40
- "Displaying GroupWise Messenger Options" on page 40

For GroupWise Messenger to work with GroupWise, you must be using the Windows client for both.

Displaying Messenger Presence in GroupWise (Windows Only)

With the GroupWise Client for Windows, you can see the presence information for a user. The presence information is displayed in the following places: the Quick Info for the **To** field when sending a message, the Quick Info for the **From** field of messages that you have received, and in the Quick Info for contacts in your Address Book.

To display the Quick Info, hold your mouse cursor over the contact; the Quick Info displays after a short period.

You can send a message to contacts who are online by clicking the presence status.

Sending an Instant Message

1. In GroupWise, click **File** > **New**, then click **Instant Message**.

   or

   Click the presence status for a contact. Continue with Step 4.
2. Click the person you want to send a message to.

   or

   Click the **Find User** button to search for a person who is not in your Contact List.
3. Click **OK**.
4. Type the message.
5. Press Enter, or press Alt+Enter.

Displaying the GroupWise Messenger Contact List

1 In GroupWise, click **Tools** > **Messenger**, then click **Contact List**.

Specifying Whether to Start GroupWise Messenger When GroupWise Starts

1 In GroupWise, click **Tools** > **Options**.

2 Double-click **Environment**.

3 On the **General** tab, select or deselect **Launch Messenger at startup**.

If you are running both GroupWise and GroupWise Messenger and you exit GroupWise, GroupWise Messenger continues to run until you exit it.

Displaying GroupWise Messenger Options

1 In GroupWise, click **Tools** > **Messenger**, then click **Preferences**.

10 Using GroupWise Messenger on Your Mobile Device

GroupWise Messenger 18 and later is available for your supported iOS, Android, or BlackBerry mobile device. Because you can be logged in to Messenger from multiple locations at the same time, you can use Messenger on your phone or tablet while being logged in to Messenger on your desktop computer. (Your conversation history is stored on any device or computer where you were logged in at the time you had the conversation. For more information about message history, see Chapter 6, “Working with Your Personal History,” on page 27.)

For specific information about how to use the Messenger mobile app, see the *GroupWise Messenger 18 Mobile Quick Start* (https://www.novell.com/documentation/novell_messenger30/messenger30_mobile/data/messenger30_mobile.html) or tap **Settings** > **Help** from the mobile app.

A What’s New in GroupWise Messenger 18

Welcome to GroupWise Messenger 18. This release contains new features and significant updates. See the following sections for an overview of the new features:

- “Mobile Applications” on page 43
- “Simultaneous Client Connections” on page 43
- “Updated Look and Feel for Desktop Applications” on page 44

Mobile Applications

GroupWise Messenger 18 provides native applications for iOS, Android, and BlackBerry devices. For more information, see Chapter 10, “Using GroupWise Messenger on Your Mobile Device,” on page 41.

Simultaneous Client Connections

In previous versions of GroupWise Messenger, logging in from a second workstation would disconnect Messenger on the first workstation.

GroupWise Messenger 18 allows you to maintain simultaneous connections to your Messenger system from multiple workstations or devices. For example, you can be connected to Messenger on your workstation and then connect to Messenger from a mobile device without being logged out of Messenger on your workstation.

Consider the following interactions related to simultaneous connections:

- Multiple connections can affect how your status is displayed when changing your status and when logging in on a secondary device.

  Changing Status

  When you are logged in to GroupWise Messenger on multiple devices and you change your status on one device, the change is immediately reflected across all devices.

  For example, when you are logged in to Messenger on your desktop and on your mobile phone and you change your Messenger status to Away on your phone, the change is also reflected on your desktop. Therefore, other users see your status as Away. (The one exception to this is when your status is moved to Idle on one device because of inactivity on that device. In this case, your status for other devices where you are active is not moved to Idle.)

  Logging In

  When logging in to Messenger on a device, Messenger detects whether a status already exists on another device. If a status does exist, that status is used on the device where you are logging in. If a status does not exist, the default status for the device is used.

* Your conversation history is stored on all devices or computers where you were logged in to Messenger at the time the conversation took place. If you were logged in to Messenger on multiple devices during the time of the conversation, the history for that conversation is stored on all the devices. If you were logged in to only one device at the time the conversation took place, the history is available only from that device. For more information about message history, see Chapter 6, “Working with Your Personal History,” on page 27.

  Your Messenger administrator can disable this functionality.

For more information, see “Logging In to GroupWise Messenger” on page 9 and Chapter 10, “Using GroupWise Messenger on Your Mobile Device,” on page 41.

Updated Look and Feel for Desktop Applications

GroupWise Messenger 18 provides an updated look and feel for both the Windows and Linux/Mac client interfaces.

B Accessibility for People with Disabilities

Micro Focus is committed to making products that are accessible and usable by all people, including those with disabilities.

Many accessibility features are built into GroupWise Messenger. These features are available to everyone, without the need for additional accessibility aids.

- “Keyboard Shortcuts” on page 45

Keyboard Shortcuts

Keystroke	Action	Where it Works
F1	Open online help	Contact List, Conversation Window
F2	Rename a contact or a folder	Contact List
Ctrl+A	Select all items; select all text	Contact List, text, Search Results List
Ctrl+B	Bold text	In text
Ctrl+C	Copy selected text	In text
Ctrl+I	Italic text	In text
Ctrl+O	Open shared Conversation Window	Conversation Window
Ctrl+P	Open the Print dialog box	Conversation Window
Ctrl+S	Save the conversation	Conversation Window
Ctrl+U	Underline text	In text
Ctrl+V	Paste selected text	In text
Ctrl+X	Cut selected text	In text
Ctrl+Z	Undo the last action	In text
Ctrl+Up-arrow or Ctrl+Down-arrow	Scroll the window	Contact List
Ctrl+Tab	Indent text	Conversation Window
Ctrl+Enter	New line in text	Conversation Window
Enter	Send a message to the selected contacts	Contact List

Keystroke	Action	Where it Works
	Expand or collapse a folder	Contact List
	Send the message	Conversation Window
Del	Delete a contact	Contact List
	Delete text	In text
Alt+F4	Exit GroupWise Messenger	Contact List
	Exit the conversation	Conversation Window
	Exit a dialog box	Dialog box
Alt+Enter	Display properties for selected contact	Contact List
	Send message	Conversation Window
Shift+Left-arrow Or Shift+Right-arrow	Select text one character at a time	In text
Shift+End Or Shift+Home	Select text to the end or beginning of a line	In text
[letters]	Select the contact that matches what you type	Contact List
Tab	Cycle through fields, buttons, and areas	Conversation Window, dialog box
Shift+Tab	Reverse the order of cycling through fields, buttons, and areas	Conversation Window, dialog box